

## **SUGGESTED MINIMUM HARDWARE CONFIGURATION**

1. In accordance with Section C.8 of this RFP titled “CALL CENTER SERVICES REQUIREMENTS”, the Contractor shall furnish the necessary personnel, state of the art equipment, supplies, and services to support the operation of the UCC as outlined in Section C of the RFP with the exception of Government Furnished Property/Information listed in clause H.13. This Attachment G, “Suggested Minimum Hardware Configuration”, hereby provides guidance concerning the equipment to be furnished by the contractor by listing the suggested minimum hardware configuration for the following equipment:

**Workstation:** Pentium 4, 3.0 GHZ, Pentium IV Motherboard, 512MB RAM, 80 GB Hard Drive, On-Board NIC, Surge Suppressor, Keyboard, Video Accelerator, CD/DVD drive, On-board Sound Card, Speakers, 32 bit operating system license, Mouse

**Operating System:** Windows XP

**Monitor:** minimum 19” LCD

2. In addition, the Contractor is hereby informed that USPTO baseline software must be installed onto any Contractor-provided hardware prior to connecting to USPTO systems, in accordance with the USPTO IT security policy and guidelines. The USPTO will provide the Contractor with the USPTO baseline software on a CD. The USPTO baseline software will require approximately 2 GB of Hard disk space and shall be installed by the contractor. The contractor shall contact the COTR indicated in Section G of the RFP to pick up the USPTO baseline software CD within five (5) calendar days after award of the resulting contract. Additionally, on-going maintenance of any Contractor-provided hardware shall be the sole responsibility of the contractor.